

Transport for London Single Equality Scheme 2012 – 2015

Easy Read booklet



Transport for London Single Equality Scheme

2012 – 2015

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Transport for London



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Welcome to our Single Equality Scheme



Thank you for reading this booklet.

We talked to a lot of people with an interest in London transport to write this Single Equality Scheme.

This Single Equality Scheme replaces all our other equality plans.

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Last summer we had a big challenge - the London 2012 Olympic and Paralympic Games.

We played a part in making both events a big success. We want to build on this success.



The needs of our customers and staff are very important.

We want to offer the best services we can and employ the best staff.



This is Peter Hendy CBE who runs Transport for London.

Chapter 1 – About Transport for London (TfL)



TfL was set up in 2000. Our job is to manage transport across London:



- All London buses
- All the tube trains
- The Docklands Light Railway (DLR)
- London Overground trains
- London Trams in the Croydon area.

And there are other things we do:



- Manage the Congestion Charge
- Keep all the roads and traffic lights across London in good working order.
- Make transport in London easier for everyone to use – especially for disabled people
- Promote walking and cycling.



- Look after all the taxis and private cabs in London.

Chapter 2 – The Mayor’s plan for transport

The Mayor’s plan came out in 2010 and had six goals:



Goal 1 – Support the local economy and local people

Goal 2 – Make the quality of Londoners’ lives better.

Goal 3 – Help Londoners to feel safer when they’re travelling around London

Goal 4 – Give Londoners more choice in the transport they use



Goal 5 – Reduce the impact transport has on climate change

Goal 6 – Support the London 2012 Olympics and Paralympics Games



The **Single Equality Scheme** supports all this work and links to other plans such as TfL’s Business Plan.

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Chapter 3 – Equality matters



The Equality Act 2010 brings together all equality laws for England, Wales and Scotland.

It protects people from being treated badly by their employer, and by other organisations, because of their:



- Age
- Disability
- Race
- Religion
- Sex or sexuality

Or because:



- They have changed their gender
- They are married or in a civil partnership
- They are pregnant or a mother



The law says that public organisations should:

- stop everyone from being treated badly, especially people from equality groups.



- make sure everyone can do the things they want to do



- help people from different groups to get on well together.



So we will carry on listening to your needs and make sure our services meet your needs.

This is why we wrote the Single Equality Scheme.



Chapter 4 - What is the Single Equality Scheme?

The **Single Equality Scheme** explains how TfL is:



- Giving people more choice to travel
- Making it easier for everyone to use our services
- Making it easier for anyone to work for TfL

Last year we talked to lots of groups about the Single Equality Scheme.



We also held face-to-face meetings, sent out questionnaires and did surveys to get more views about travel in London.



We wanted to know what everyone thought about:

- Safety issues
- Young people and transport
- Our customer service
- TfL staff.

Chapter 5 – Who uses transport in London?



Transport is important for many Londoners as it allows them to get to places where they:

- work
- can access health services
- learn new things such as schools, colleges and evening classes/
- spend their leisure time such as the gym, cinema or pub.



We looked at transport for people from different groups and write about in our plan - “Understanding the travel needs of London’s diverse communities”.

You can download a copy here www.tfl.gov.uk/equality



We found that some groups have particular problems using transport such as:



- BAME (Black And Minority Ethnic) people
- Women
- Older people
- Young people
- Disabled people
- People on low income
- The LGB (Lesbian, Gay and Bisexual) Community

Some facts about how people use transport



Half of all Londoners have an Oyster Card.

Less than half of the people in the seven groups (listed on Page 9) have an Oyster Card.



The bus is the most popular type of transport for all groups.



BAME Londoners, people with low income and young people worry more about crime and bad behaviour.

Women worry more about travelling after dark than men.



If journey times and waiting times are short everyone is more positive about TfL services.



But overcrowding is a big issue for almost all groups.



Chapter 6 – Having your say

This chapter sums looks at the big issues brought up by different groups when we spoke to them between June and September 2012:



1. Planning transport in London
2. Travel costs everyone can pay
3. Keeping customers safe
4. How we buy goods and services
5. A good service for our customers
6. How we work with others
7. Making it easier to use our services
8. Our workers



For each issue we:

- List what was said about the issue
- Explain what we are doing about the issue
- Look at some of the action points from our three-year Action Plan.



The full Action Plan is on **pages 66-95** of the full version of our **Single Equality Scheme**

You can download a copy here

<http://www.tfl.gov.uk/corporate/about-tfl/1470.aspx>

The first update will come out in **December 2013.**

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Issue 1 - Planning transport in London

This is a big issue covering:



New projects

- Creating town centres
- Building the new cable car in East London: Emirates AirLine (pictured left)

The link between health and safety and transport

- The link between air quality and transport
- Working with schools and colleges to increase walking and cycling



What was said about poor air quality

Research tells us that equality groups are more likely to live in areas of high pollution.



What we are doing

- Checking air quality in 100 places around London
- An 'Airtext' service sends text messages about air quality to people with health problems. Find out more about Airtext at <http://www.airtext.info/>
- Getting more hybrid buses, replacing old taxis, and putting more money into cycling and walking schemes.



What does the action plan say?

There will be 1,000 hybrid buses that run on petrol and electricity **by the end of 2016.**

What was said about cycling



“Most cyclists are men or people from rich parts of London.”

“What are you doing to help equality groups take up cycling?”

What we are doing



- Making roads safer for cycles
- Published a Cycle Safety Action Plan
- Giving Community Cycling Fund (CCF) grants to various groups older people and people with mental health problems.
- Organise events about cycling



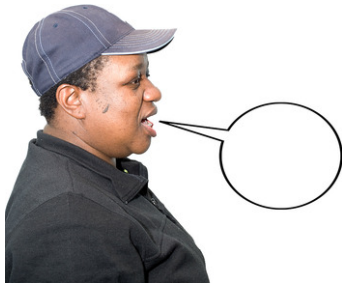
What does the action plan say?



The CCF will give more grants to encourage young people to start cycling. And they will work with schools and colleges to make this happen.

To find out more about the CCF click here <http://www.tfl.gov.uk/corporate/projectsandschemes/2457.aspx>

What was said about younger people



“How can we get young people to be more active?”



What we are doing

- Since 2004 we have been getting more young people to walk, cycle or use public transport to get to school.



- We set up the School Travel Accreditation Scheme (STAR) in London schools.

STAR schools can show that pupils are walking and cycling to school more, and using the car less.



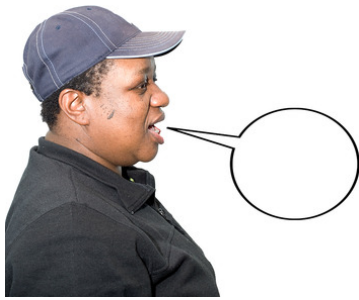
What does the action plan say?

We will get more schools to take part in the School Travel Accreditation Scheme.

Schools can register for STAR at <http://www.staccreditation.org.uk>

Issue 2 - Travel costs everyone can pay

Cost is a big factor for Londoners who travel.



What was said about travel costs

“Travel costs are an issue for BAME Londoners, women and young people.”

What we are doing about travel costs

We have brought in:

- A number of free travel schemes for students and young people

Click here for information about travel for young people <http://www.tfl.gov.uk/tickets/14312.aspx>

- Cheaper travel for people who are not in work with a Jobcentre Plus travel discount card



- Free travel for all Londoners aged 60 and over.

Click here for information about low cost travel for adults

<http://www.tfl.gov.uk/tickets/14305.aspx>



How we are making London transport better

The money from customers' fares is helping us to make transport better in London.

We are spending £12 billion – here are some of the things we've done with the money:

- Made the tube system better including work on the Jubilee and Victoria Lines





- London buses now carry as many people as they did in 1960.



- Green Park station is now step-free, so it is easy for disabled people to use.



- And we have done a lot of work on the Crossrail stations such as Liverpool Street and Tottenham Court Road to link London from East to West.

Issue 3- Keeping customers safe

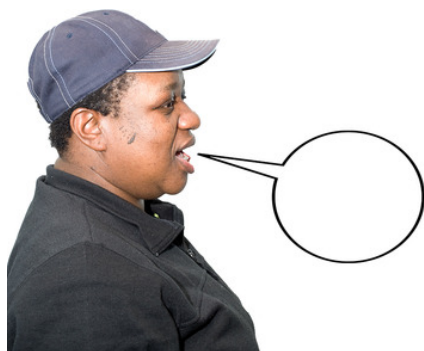


This issue is about customers feeling safe when they travel around London.

Transport is safe and crime is low. We are working hard to make sure it stays that way.

What was said about customer safety

BAME groups said: “We do not feel safe when we travel at night.”



“What can you do to make women and young people feel safe when they travel around London? “



What we are doing

- We wrote a three-year plan to make travelling in London very safe. We are working with the police and local groups to make this happen.



- We are working with the TfL Youth Panel to find out what young people think about travel in London.



- In 2011/12 we worked with five schools to set up the Youth Travel Ambassador (YTA) scheme

YTAs promote active, safer and more responsible travel for 11 to 16 year olds.



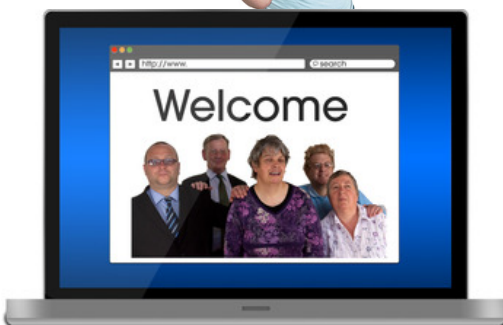
- We are making it easier to report hate crime, which is an issue for disabled people and Lesbian, Gay and Bisexual (LGB) people.



- We are tackling crime and bad behaviour by working with schools and young people.



What does the action plan say?



We are going to make it easier to report hate crime online **by March 2014**.

The YTA scheme will be in place across London **by October 2013**.

Issue 4 – How we buy goods and services



This issue is about the £6.7 billion we spend on goods and services every year.

We want to make sure we spend this money with lots of different businesses.



We now make sure that the companies we buy goods and services from help us to reach our equality goals.



What was said about buying goods and services

BAME and disabled-led businesses said: “We would like to do more work with TfL.”



What we are doing

We support small businesses by paying invoices within 10 days.

The website ‘CompeteFor’ makes lots of our contracts available to small businesses.



We have taken on over 2,500 **apprentices**.

An **apprentice** learns how to do a job, while they are doing the job.

Here are some schemes that have created new jobs and helped people learn new skills:



- “Routes Into Work” - 100 young people finished the course and 50 people became apprentices
- Our work with public sector organisations has created 2,000 jobs
- A programme run by Vital Rail created 80 apprenticeships
- A new scheme will help young BAME people get work in 2013.

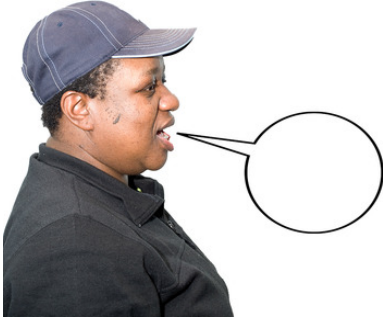


Issue 5 - A good service for our customers

This issue is about the ways we are making transport in London better for all our customers.

What was said about complaints

“It is hard to complain and find the right telephone number. “



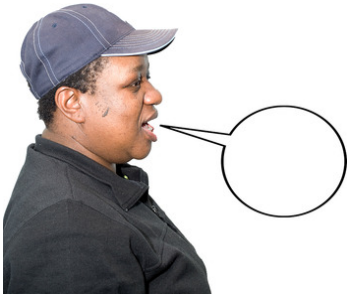
“Calling TfL from a mobile phone can cost a lot.”

What we are doing

We are looking at ways to make it easy for customers to complain

We started to publish information about complaints in **September 2012.**





What was said about buses

“Some bus drivers do not know how to deal with disabled people, Deaf people and older people.”



What we are doing

- All new bus drivers get a lot of training including training on disability and diversity issues.



- We often check on bus drivers to see how they are doing. They could lose their job if they treat customers badly.

- In summer 2012 we updated the “Big Red Book” to ensure bus drivers serve the needs of older people and disabled people.

The Big Red Book is a TfL guide for all bus drivers to ensure drivers provide the same good service to all our customers.



- A “Thinking Outside the Bus” event was held in 2012 to talk about bus travel for older and disabled people.

Senior TfL staff, bus companies, passenger groups and organisations such as Age UK attended. We are going to hold this event every year.



What does the action plan say?

A training video about accessibility for bus drivers is coming out in **spring 2013**.



What was said about space for wheelchairs on buses

“The space for wheelchairs on buses is often used by buggies, and this can cause problems.”



What we are doing

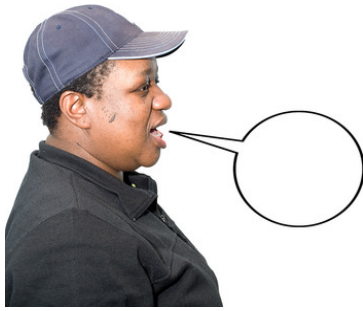
We have talked to a lot of people and groups about this issue.

This will help us to provide better training for drivers and have better information on buses.



What does the action plan say?

In **November 2012** we started a campaign so that TfL customers know how the wheelchair space on buses should be used.



What was said about travel times
BAME groups and young people said:
“Overcrowding and slow journeys stop us from using public transport.”



What we are doing

The tube system is 150 years old and up to 4.5 million people may use the service every day.

We are spending a lot of money to make the tube system better.

And we are making busy stations bigger and easier to use.

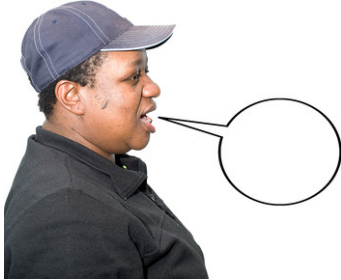


We have a new system which gives up-to-date information about bus travel:

- at bus stops
- on buses
- and to mobile phones.

Issue 6 –How we work with others

This issue is about finding out what our customers think about our services.



What was said about working with others
“TfL should work closely with all the London boroughs on equality and share information.”



What we are doing

We will make sure Londoners have their say about new transport systems.

We will hold events and work with different groups. Here are some groups we already work with:



- **Independent Disability Advisory Group** – for disabled people to have their say on London transport.



- **TfL Youth Panel** - 20 young people aged 13 to 25 years old who speak up about travel issues.



• **The Safer Transport Team** - set up in 2011 to support disabled people to feel safer when they travel around London.



The Safer Transport Team support key events such as London Gay Pride and International Women's Day.



We are going to set up mobility forums for representatives from TfL, local councils and disabled people to discuss travel in London.



What does the action plan say?

The first event for all London boroughs about sharing information will be held **by November 2013**.

By spring 2013 we will set up the first mobility forums. **By spring 2014** we will set up five mobility forums across London.

Issue 7 - Making it easy to use services

This issue is about how we are making it easier for older and disabled people to use transport in London.

What was said about travel around London



Disabled and older people said we need to look at:

- The whole journey
- Travel between step-free stations and stations that have steps
- Better customer service
- Better information

What we are doing about buses



London buses are easy for wheelchair users to get on. We check the ramps daily.



The 'iBus' system gives passengers information they can see and hear at every bus stop on the bus too.

And we are making more bus stops accessible by raising the height of the kerb.



Since July 2012 people using wheelchairs, mobility scooters and mobility aids can get a Mobility Aid card to show bus drivers.

Click here for information about the Mobility Aid Scheme

<http://www.tfl.gov.uk/gettingaround/transportaccessibility/1171.aspx>

What we are doing about the tube and rail service



About 4 in 10 of all tube, rail and Docklands Light Railway (DLR) stations are step-free.

Sixty-six tube stations are step-free and more tube trains are easy for wheelchair users to travel on.

There are more raised platforms to make it easier for wheelchair users to board tube trains.



All DLR stations are accessible and 38 out of 83 London Overground stations are step-free.

Click here for information about step-free access <http://www.tfl.gov.uk/corporate/projectsandschemes/5792.aspx>

What we are doing about taxis



All of the 22,000 taxis in London are easy for wheelchair users to board.



People with high mobility problems can get a Taxicard for low cost travel on taxis.

Click here for information about Taxicard <http://www.tfl.gov.uk/gettingaround/1195.aspx>

What we are doing about other transport



Dial-A-Ride is a free door-to-door service for older and disabled people, used by over one million people every year.

Click here for information about Dial-A-Ride
<http://www.tfl.gov.uk/gettingaround/3222.aspx>



Every year our Travel Mentoring Service takes 9,000 disabled people on journeys with someone to support them.

Click here for information about the service
<http://www.tfl.gov.uk/gettingaround/26330.aspx>



We have accessible river boats that sail to nine piers across London.

What we are doing for people who walk



Over 9 in 10 crossings make a sound when it is safe to cross.

More crossings show the number of seconds left to safely cross the road. Feedback has been very positive about this.

What we are doing about customer information



- We have 'How to' films about using London transport on our website.
- We have guides on step-free stations
- Our Journey Planner has lots of information about step-free journeys

You can find out more about accessible travel at www.tfl.gov.uk/mobility



What does the action plan say?

Over the next four years we will make it easier to use London transport by:



- Providing better and easier to read information so that customers can make the right travel choices

- Making it easier to travel around London



- Training our staff so they provide very good travel advice to customers

- Work closely with disabled people to make our services easier to use.

Some key action points:



We will have signs like the ones we used during the Olympics to direct customers to the accessible parts of our stations **by summer 2013**.



We will have step-free access at six key London stations **by 2018**

- Bond Street
- Finsbury Park
- Greenford,
- Tottenham Court Road
- Vauxhall
- Victoria.



By summer 2013 we will have a team of 'accessibility champions' – TfL staff who know a lot about accessible travel around London.



We will make it easier to complain online **by summer 2013**



We are working with older people and disabled people on new training for TfL staff **by the end of 2013.**



We will hold an annual 'Thinking Outside the Bus' event for disability organisations **from summer 2013.**

Issue 8 - Our workers

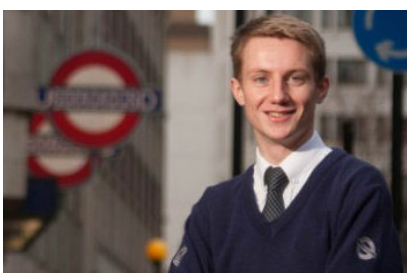
The issue is all about TfL workers.



Of the 22,000 people employed by TfL:

- More than 1 in 5 are women
- Nearly 1 in 3 are from a BAME group
- 1 in 40 have a disability
- 1 in 5 senior managers are women
- Under 1 in 10 senior managers are from a BAME group.

We set up a Staff Network Group in 2005 to discuss equality issues.



What staff said about getting a job

“Once you have a job with TfL it can be difficult for some people to move on to new opportunities.”



BAME staff said: “It is hard to get a senior job”. And this is backed up by the number of BAME senior managers.”

Staff said: “TfL is an organisation for men, only 1 in 5 senior managers are women.”

What we are doing



We will make sure it is fair and equal for anyone get a new job with TfL.

We will make sure there are lots of opportunities for staff to have a good career at TfL.

We have job schemes for young people and we hold events for equality groups.



What staff said about doing well at TfL
Most staff say: "TfL offer us opportunities to do well, but there are still some barriers."

What we are doing



We are working on a set of standards for staff and managers to support people from different equality groups.

And we are supporting managers from different equality groups.



What staff said about performance
"We should be able to get a better job with TfL by working well all the time, not just by doing a good interview."

What we are doing



We are changing the way managers and staff meet to talk about work.

And we are looking at ways we can reward staff for doing well.



We check staff pay every two years. The last check we did was in **early 2013**.



What staff said about equality opportunities

“TfL is making the organisation fairer and more equal, but they need to do more.”

What we are doing



We will make sure that new managers know TfL’s equality policies.

We have a handbook about **transgender** issues for managers and staff.

A **transgender** person has had a sex change, or may wish to have a sex change.



What staff said about being treated badly

“TfL needs to get better at dealing with staff who feel they have been treated badly at work.”

What we are doing



We will look carefully at the complaints staff make when they say they have been treated badly at work.

We will deal with any problems between managers and staff early on.



What disabled staff said

“Not all **reasonable adjustments** are being carried out in the same way for everyone.”

“There is a low number of disabled people working for TfL.”

A **reasonable adjustment** is a change made to the workplace to help a disabled person work there.



What we are doing

We have written a new handbook about **reasonable adjustments** for managers.

Our “Steps Into Work” scheme supports learning disabled people to get work experience.

Our “Women First” scheme supports women to work in senior jobs.



We are helping more young people work in technical and engineering jobs.

A fair access to work is helping Year 9 and Year 10 students from equality groups get work experience.

We started a scheme in 2007 to help disabled people get a job at TfL.

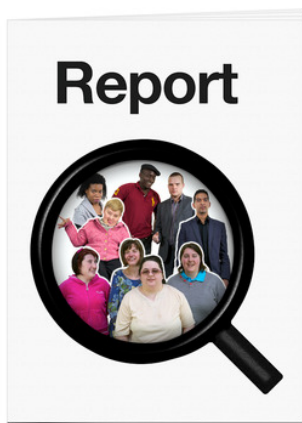


What does the action plan say?

We will bring in a programme for managers about leadership skills **from March 2014**.

From April 2013 we will have better online reporting of staff reviews. This will ensure we give more opportunities to staff and managers.

Chapter 7 – What happens next?



We will send regular reports about the Single Equality Scheme to our Equality and Leadership Inclusion Group.



We will get more members for our 'round table group' who check how TfL are doing on equality matters.



We will publish an update report on the **Single Equality Scheme** every December.

The first one will be out **December 2013** and will include:

- the results of any surveys we do
- what we are going to do next.

Find out more

If you would like to find out more about our equality work please get in touch.



Call us on 020 3054 7146



Email us at groupe&i@tfl.gov.uk



Visit www.tfl.gov.uk/equality